



San Bernardino County
CODE ENFORCEMENT
str.sbcounty.gov



**New Phone Number
Report Short-Term
Rental Complaints
1-833-722-7871**

San Bernardino County Code Enforcement has recently updated the phone number for residents to report short-term rentals that operate illegally or create a nuisance.

The updated toll-free number is 1-833-SBC-STR1 (833-722-7871). The previous phone number will no longer be active beginning November 2023.

In August 2021, Code Enforcement launched a new 24-hour complaint hotline to report illegal short-term rentals typically booked through vacation rental services such as Airbnb, Vrbo and Booking.com.

Short-term rentals of 30 days or less are only allowed in mountain and desert communities with the proper permit. Additionally, the rental unit cannot be used for any commercial activity such as weddings, receptions, corporate retreats, business meetings, conferences, film projects, photography shoots, fraternity parties or similar gatherings, unless regulated under a county-issued permit.

In addition to the phone number change, code enforcement officers are now available to respond to after-hours complaints on Friday, Saturday or county observed holidays from 5 p.m. to 3 a.m.

“The extended service hours are important because our data indicates that the busiest days and times for short-term rental complaints are between the hours of 5 p.m. and 3 a.m. on weekends and holidays,” said Code Enforcement Chief Ignacio Nunez. “We are pleased to be able to offer the new service hours to better serve our residents.”

The new toll-free number is currently live and will be monitored 24 hours a day, seven days a week.

For more information about the San Bernardino County Code Enforcement Short-Term Rental program, please visit str.sbcounty.gov.